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November 3, 2005

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket No. 02-386

Dear Ms Dortch:

This is to notify you that on November 2, 2005, BellSouth met with Consumer and Governmental Affairs Bureau staff to discuss issues regarding minimum standards to facilitate consumer information between local carriers allowing customers to change service providers easily. Attending the meeting from the Consumer and Governmental Affairs Bureau were Monica Desai, Jay Keithley, Gene Fullano, Erica McMahon and Bert Weintraub. Representing BellSouth at this meeting were Ronald Pate, Robert Layton and the undersigned.

During the meeting, BellSouth provided copies of the attached presentation to Commission staff as a basis for discussion.

Pursuant to Commission rules, please include a copy of this notice and attachment in the record of the proceeding listed above.

Sincerely,



Jeanine Poltronieri
Attachment

cc:
Monica Desai
Jay Keithley
Gene Fullano
Erica McMahon
Bert Weintraub

November 2, 2005

**Minimum Standards for
Local-to-Local Carrier Changes
Docket No. CG 02-386 >>**

>> What Is An End-User Migration (EUM)?

- **“EUM” is a term that the industry uses to describe the migration of end users from an “old” local service provider to a “new” local service provider.**
 - For example, CLEC-to-ILEC, CLEC-to-CLEC, or other migrations.
- **Extensive minimum performance standards for ILEC-to-CLEC migrations are enforced by the Commission and the states.**
- **Few standards exist for CLEC-to-ILEC and CLEC-to-CLEC migrations.**
 - The Commission’s local service freeze and number portability rules regulate certain aspects of these migrations.
 - Some states that have established guidelines: Illinois, New York, New Hampshire, Oregon, Texas.

>> Local-to-Local Migrations Require Minimum Standards

- Minimum standards have been established for the exchange of necessary customer information for transactions that change presubscribed Interexchange Carriers ("IXCs").
- The exchange of end-user account information between local service providers is equally critical when a customer is switching local service.
- Lack of minimum information exchange standards create problems for local service providers ("LSPs") in the local exchange market that IXCs do not experience.
 - Many LSPs that are not subject to minimum requirements exchange information in a non-uniform manner and/or provide incomplete and untimely information.
- This hampers competition by delaying service and/or double billing end-user customers that are changing LSPs.

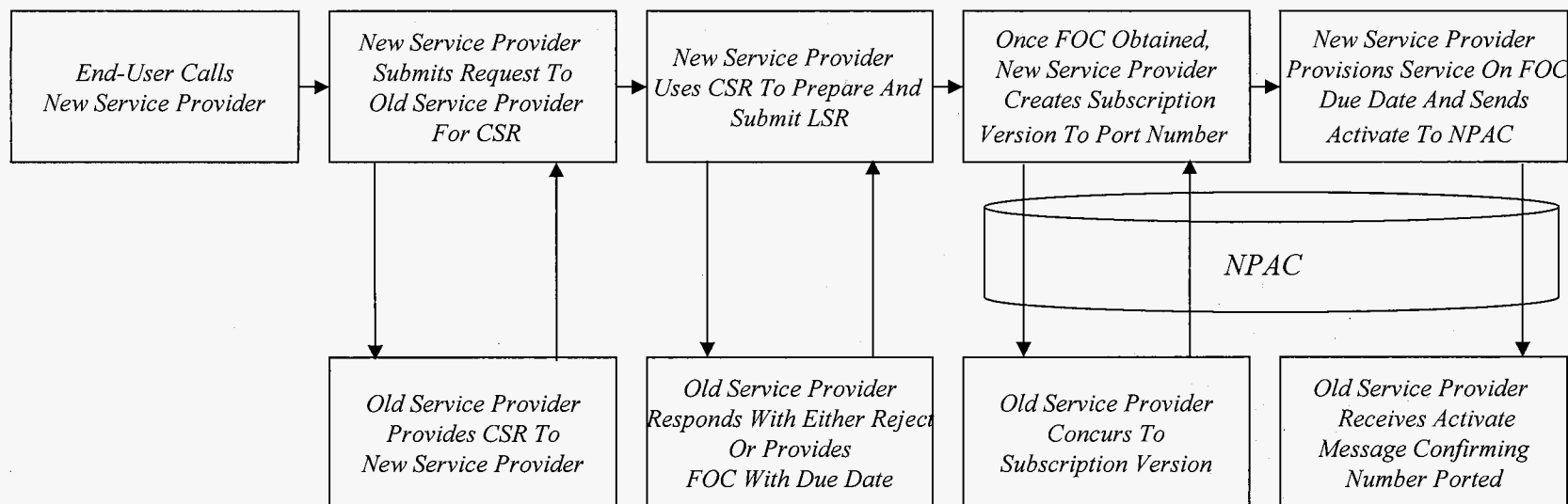
>> Why Are EUM Issues Of A Concern Now?

- **End-user customers are increasingly affected by migrations that are not seamless.**
 - The industry as a whole lacks uniformity, timeliness expectations, business rule consistency, and accountability.
- **As local competition has increased, it is reasonable to assume that CLEC-to-ILEC and CLEC-to-CLEC migrations have increased.**
- **The increase of facilities-based competition with number portability requires cooperation between competing local service providers.**
 - Facilities-based providers should reasonably be able to provide the resources and capability to meet minimum information exchange standards.

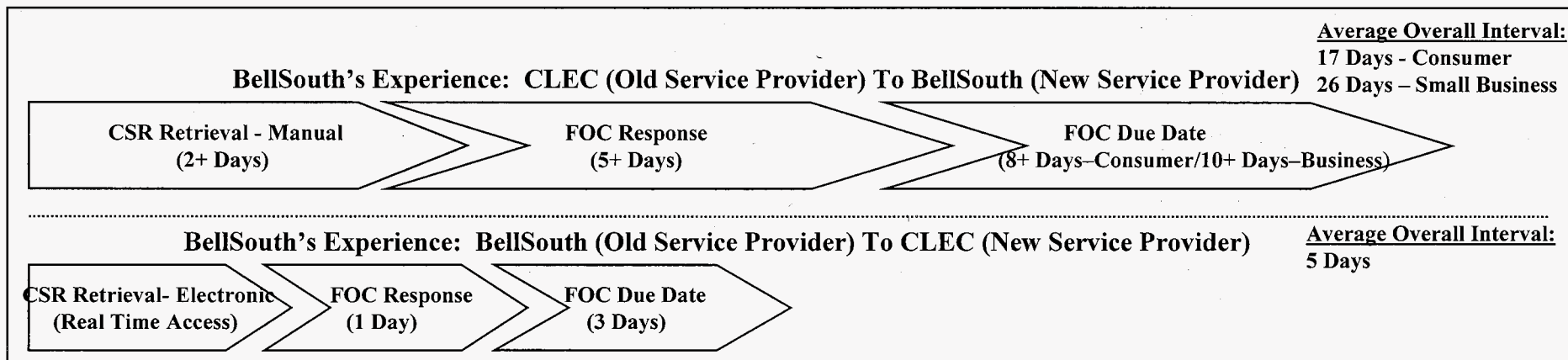
>> Enforceable Minimum Standards Are Critical

- It is critical for local service providers to exchange customer account information when the customer switches local service providers. At a minimum, the following must occur for successful migrations:
 - The old provider must provide the new provider with business rules for requesting customer service records ("CSRs") and submitting local service requests ("LSRs").
 - The old provider must provide the new provider with end-user customer account information in a uniform and timely manner.
 - The old provider must provide the new provider with confirmation of, or clarifications to, the LSR in a timely and uniform manner.
- The industry has developed standards
 - *Local Service Migrations Guidelines, Issue 1* of the Ordering and Billing Forum ("OBF") of the Alliance for Telecommunications Industry Solutions ("ATIS") became "final" during the OBF meeting of October 2004.
 - BellSouth supports the use of the OBF/ATIS Guidelines as the basis for minimum standards.

>> Summary Of LNP Local-to-local Migration



BellSouth's Experience



>> BellSouth's Experience – CSR Response

- When an end-user customer chooses a new LSP, the new LSP will request that customer's CSR from the end-user customer's old LSP so that the new LSP can initiate the carrier-to-carrier aspect of local service migration.
- During the period January 2005 through August 2005:
 - 6% of the CSR requests submitted by BellSouth to old LSPs were never answered.
 - 35% of BellSouth's CSR requests submitted to old LSPs took three calendar days or longer before BellSouth was provided the necessary CSR to complete the end-user customers' request for service.

>> BellSouth's Experience – LSR Response

- To initiate a local service migration of an end-user customer from its old LSP to its new LSP, the new LSP must submit a local service request to the end-user customer's old LSP.
- During the period January 2005 through August 2005:
 - 44% of LSRs sent by BellSouth as the new LSP to old LSPs went unanswered for three days or longer.
 - Stated in terms of "significant customer impact," this statistic translates to 49,120 end-user customer lines that were unreasonably delayed when migrating their local service from the end-user customers' old LSPs to BellSouth.



Only The FCC Can Help Consumers Nationwide

- The Commission, rather than the individual states, should develop mandatory minimum standards for EUM.
- National standards will provide a uniform set of minimum standards. This national approach will ensure customers throughout the nation have a positive experience when changing local service providers.
 - BellSouth's comments filed in response to the NPRM on July 18, 2005 contains recommended mandatory minimum information exchange standards.

>> State Action Has Been Slow or Nonexistent

- Only a few states have established guidelines for local service migrations: Illinois, New Hampshire, New York, Oregon and Texas.
- The Michigan and Florida Commissions are looking into the end-user migration issues.
 - To date, BellSouth's experience in Florida shows that it can be time-consuming to proceed on a state-by-state basis, and it is unlikely that various states would establish the same standards.
- Problems/difficulties with end-user migrations were identified by some carriers in the state TRO proceedings and the FCC remand proceedings.

>> The Commission Should Act Now

- It is almost 10 years since the 1996 Telecom Act was signed into law and there is significant evidence in the record demonstrating that when end-user customers seek to switch LSPs, basic customer account information is not being provided in a timely manner by all LSPs.
- In order to promote competition, facilitate consumer choice, and minimize anti-competitive behavior, the Commission should adopt mandatory minimum standards for the timely exchange of end-user customer account information between LSPs for all local service migrations.
- All end-user customers deserve to have their requests to switch LSPs honored in a seamless and timely interval. However, that is not the case today due to the manner in which some LSPs exchange (or fail to exchange) customer account information.